



**Code: 8173**  
Family: Construction, Maintenance, and Skilled Labor  
Service: Operation and Construction  
Group: Street, Water, Sewer, and Disposal  
Series: Sanitation

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## **CLASS TITLE: WARD SUPERINTENDENT**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, monitors sanitation services that include refuse collection, street cleaning, and snow removal for an assigned ward in the Bureau of Sanitation, and performs related duties as required

### **ESSENTIAL DUTIES**

- Monitors the day-to-day work operations within a designated ward to ensure residents receive needed sanitation services
- Assists the Division Superintendent with work crews engaged in sanitation work activities (e.g., refuse, bulk trash, compost collection, street cleaning, basket pick-up)
- Works with Refuse Collection Coordinators engaged in investigating complaints and issuing sanitation code violation tickets
- Monitors completion of refuse collection routes to ensure all areas of the ward are serviced
- Observes work crews in the field & monitors productivity levels to assess efficiency of operations
- Requests needed non-sanitation services from appropriate bureaus and City departments
- Investigates and follows up on service requests and complaints forwarded from the division office to ensure their proper resolution
- Assists division staff in coordinating snow and ice removal activities within the ward
- Meets with public officials, community groups, ward residents, and attends community meetings to address problems and provide information on the bureau's sanitation programs
- Drives a vehicle to survey overall conditions in the ward, assessing cleanliness of ward areas, and identifying need for additional City services
- Monitors the recycling program and the completion of recycling collection routes to ensure all areas of the ward are serviced

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Five years of work experience in municipal refuse collection, street cleaning, or snow removal operations, of which three years are in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience

#### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

### **WORKING CONDITIONS**

- General office environment
- Exposure to outdoor weather conditions

- Availability to work on an on-call basis is required

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Cameras and related photography equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)
- Communication equipment (e.g., two-way radio, dispatch equipment)

**PHYSICAL REQUIREMENTS**

- Some lifting and carrying (up to 35 pounds) is required
- Ability to stand and walk for extended or continuous periods of time

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- \*applicable City programs (e.g., Streets and Sanitation)
- \*use of sanitation program equipment and materials

Some knowledge of:

- \*management and supervisory principles, methods, practices, and procedures
- \*surveying and inspecting field operations
- \*material disposal methods, practices, and procedures
- \*use of safety equipment and protective gear
- \*administrative methods and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
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